

North Carolina Air National Guard

TGIF News

Volume 2003, Issue 15, September 15, 2003

(The Guard is Family)



New Low-Rate Phone Card for Troops

Military Report dtd Monday, Sept 22, 2003

Stars and Stripes reports that Army and Air Force Exchange Service officials are offering a "550-unit Military Exchange Global Prepaid Phone Card," which they say has the lowest rates available for troop calls from the Middle East region to the United States.

The card's per-minute rates to the United States from Kuwait are 21 cents per minute; from Iraq and Afghanistan, 35 cents per minute; and from satellite telephones in Iraq, 85 cents per minute.

The AAFES cards, which cost \$39, will be available in AAFES exchanges worldwide and on the AAFES Internet within the next few weeks. AAFES has set up four phone "call centers" in Iraq, Kuwait, Kurdistan and Afghanistan. The

organization has also handed out 700 satellite phones to different units in Iraq, spokesman Fred Bluhm said. The fees the Iraqis charge for phone calls typically range anywhere from \$1 to \$2 a minute to call stateside, which adds up quickly, soldiers said.

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Baseball Hall of Fame Participates in Programs for the Military

Military Report dtd Monday, Sept 22, 2003

The National Baseball Hall of Fame and Museum is honoring those who serve or have served in the U.S. military through a variety of new programs, exhibits and policies, designed to recognize the achievements and sacrifices of servicemen and women. Some of these include free admission for active duty servicemembers and military retirees with a valid ID, and an online exhibit that pays tribute to the efforts of baseball and its players during World War II titled "Baseball Enlists."

To learn more about military-related exhibits and military discounts offered at the Hall of Fame, see http://www.baseballhalloffame.org/whats_new/military.htm or call 888-HALL-OF-FAME (888-425-5633) or 607-547-7200.

R&R Leave Program Begins for Service Members, Civilians in Operation Iraqi Freedom

By John D. Banusiewicz, American Forces Press Service

WASHINGTON, Sept. 24, 2003 – Service members and Defense Department civilians on 12-month orders in Iraq and Jordan supporting Operation Iraqi Freedom now have a rest and recuperation leave program that will allow them to take up to 15 days, excluding travel time, to visit family or friends in the United States or Europe. David S.C. Chu, undersecretary of defense for personnel and readiness, approved a U.S. Central Command request for the program Sept. 23. Participants have the choice of traveling free from Iraq to gateway airports in Atlanta, Baltimore, Dallas, Los Angeles or Frankfurt, Germany, and return, according to Chu's approval memo. Travel beyond those points would be at the members' expense.

CENTCOM officials said the program's trial period, now under way, will accommodate up to 270 people a day, with hopes of expanding that number significantly as the program matures, perhaps to as many as 800 per day. "U.S. Central Command thinks quite a bit about the readiness of its forces," said Marine Corps Maj. Pete Mitchell, a CENTCOM spokesman. "When it was determined that U.S. forces were going to be spending 12-month tours in Iraq, the first thing we thought about was providing for the welfare of these forces, because providing for their welfare is improving readiness." Mitchell explained that each local commander in Iraq will have a specific number of allocations for the program at any given time, and will invoke operational requirements in deciding who goes and when. But, he added, CENTCOM's goal is to "go to the absolute threshold" in accommodating as many people as possible without affecting operations. Though the program is new for Operation Iraqi Freedom, it's by no means new ground for the U.S. military services.

"R&R leave has been a tradition in the U.S. military for hundreds and hundreds of years," Mitchell said. "When U.S. forces are in a combat area for an extended period of time, it is extremely important from a leadership perspective to give these young men and women an opportunity to rest, recuperate and reunite with their families, even if for a short time."

CENTCOM officials said R&R periods are limited to one per 12-month period. Because of the small scale of the initial part of the program and the fact that some units will return to their home bases before everyone is able to participate, not everyone serving in Iraq will be able to take advantage of the program.

Operation HomeLink offers free refurbished computers

Operation HomeLink offers free refurbished computers to either parents or spouses of deployed service men and women in the ranks of E-1 to E-5. This program enables e-mail communication between families and their loved ones deployed outside of the Continental US. www.operationhomelink.org <<http://www.operationhomelink.org>>

Hot Line for Family Member Patient Information

Marvin E. Alexander, LTC, MS HP&S, OTSG

The Army's Public Information "Hot Line" is 1-800-833-6622. They informed me today that even the Red Cross refers family members to this 1-800 number for "up-dated" soldier patient status. Example, if a family member just wants to confirm whether, a member has been injured or hospitalized for any reason, they are able to get confirmation. They also informed me that they are in the business of being, The Central Point of Contact for all government or public general information inquiries. If families have members serving in other branches, they even have the referral numbers for all the branches of service. Patient Tracking Team: If you get any inquiries from the public, please refer them to the above "Hot Line" for assistance

Space A Changes Affect Europe

Air Force News reports that regular space-available travel from Lajes to Italy and Spain will end Oct. 1, while a new stop finds its way onto the weekly channel route. Although the weekly "Patriot Express" L-1011 will no longer stop at Aviano Air Base, Italy, the aircraft will land at Rhein Main AB, Germany, beginning with the Oct. 8 flight. The L-1011 will fly from Atlanta to Baltimore, Lajes Field, Rhein Main AB and Kuwait.

With the change to Rhein-Main AB, it is unclear how many seats there will be for bookings and Space A travel. However, there are multiple missions flying straight from Baltimore to Rhein Main AB both before and after missions through Lajes, Piott said.

For more details, see http://www.military.com/NewsContent?file=usaf3_090403. For a complete guide to Space A travel, see <http://www.military.com/Travel/SpaceATravel/0,11886,57,00.htm>

Deployed Troops Get Break on School Loans

By K.L. Vantran, American Forces Press Service

WASHINGTON, Sept. 4, 2003 – Military personnel who have been deployed or mobilized are not required to make student loan payments during their absences.

Federal regulations require lenders to postpone the student loan program payments of active duty military personnel. This applies to members of the National Guard and Ready Reserves who have been called to active duty, as well as to active duty personnel whose duty station has been changed as a result of a military mobilization.

“Many of the brave men and women serving our nation right now have put their personal lives on hold to answer the nation’s call to duty,” said U.S. Education Secretary Rod Paige in a news release earlier this year. “As they defend the freedoms we cherish, our soldiers should not have to worry about their student loan obligations and resuming their studies.”

He encouraged the higher education and lending communities to be flexible and provide assistance to service members, so they can “easily resume their studies and financial obligations after they complete their tours of duty.”

The regulations apply to student loans made under the Federal Family Education Loan, William D. Ford Federal Direct Loan and Federal Perkins Loan programs.

The law also requires that active duty military people who have not begun the repayment period on their loans continue to receive a grace period (generally six months) before repaying their loans. Students who were in school at the time of mobilization must also be given a reasonable period to resume school before lenders request payments.

Colleges will not be required to collect financial aid funds that now-active duty students were given to pay for books and living expenses. Additionally, Education Department officials encourage colleges and universities to either fully refund tuition and other institutional charges or give comparable credit against future charges to students forced to withdraw from school to fulfill their military obligations.

Additional information is available by calling 1-800-433-3243 or visiting the Department of Education Web site [<http://www.ifap.ed.gov>].

(Information obtained from an Education Department news release.)

American Red Cross Project Video Connect

Billie Wiley, Director AFES and ISS

We have a new exciting project available for military families. A company, called VIDI Solutions has donated a computer and a program where military families can send video emails to deployed service men and women. Families must call 704-347-8257 to make an appointment and they must have the serviceperson's email address. It take about 5 minutes or so to send the email. The Project Video Connect is being offered at the American Red Cross office on Park Rd, Charlotte, NC. Appointments can only be made between 8-5 pm Mondays through Fridays.

www.redcrosshelps.org

Filmmaker Gives Kids a Way to Express Patriotism, Send Messages to Troops

By Linda D. Kozaryn, American Forces Press Service

WASHINGTON, Sept. 25, 2003 - An award-winning California filmmaker has launched a Web site where children can express their patriotism, send messages to the troops and learn how to help others around the world. The site, at www.underthestarsandstripes.com, "gives kids a voice," said Diane Eskenazi, who has produced more than 80 children's films. The site features children's drawings and messages, patriotic animals, sing-a-longs, prayers for peace, child-sized historical facts, and ways children can give to those less fortunate than themselves. The site displays links to numerous charity and volunteer organizations.

"After 9-11, I wanted to do something positive," Eskenazi said. Wielding her professional skills, she visited schools, dance studios and martial-arts academies to film children singing classic American songs about patriotism. Then she decided to give kids across the country a way to express their thanks and feelings for the troops. She also wanted them to have a chance to see other kids' messages. "I wanted to open their eyes up a little bit to what is going on in the world and give them the inspiration to think that they can make a difference - whether it's writing the troops, uplifting someone's spirits that way, or getting involved in some charity that helps kids here or overseas," she said. "There's a lot of ways throughout the Web site that kids can really feel empowered that they can do something."

The site, which became active about three weeks ago, was created by adults, but it's designed for children, she said. "The whole Web site is very interactive so that children can share with each other what's important to them and to inspire each other. "What I keep hearing from children," she continued, "is that they are concerned, that they want peace. Even children of the youngest ages express that desire. They want to support the troops, and they want to know they're secure." The 9-11 terrorist attack shattered the feeling of peace, freedom and security that the United States has known so long, she said. "The film and the Web site focus on what's wonderful about this country," she concluded.

TRICARE

Important
Telephone Numbers

TRICARE FOR LIFE
1-888-363-5433

PHARMACY
1-877-363-6337

NATIONAL MAIL
ORDER PHARMACY
1-866-363-8667

TRICARE
PRIME REMOTE
1-888-363-2273

TRICARE DENTAL
1-888-622-2256 (Enrollment)
1-800-866-8499 (Information)

REGION 1
NORTH EAST
1-888-999-5195

REGION 2
MID - ATLANTIC
1-800-931-9501

REGION 3
SOUTHEAST
1-800-444-5445

REGION 4
GULF SOUTH
1-800-444-5445

REGION 5
HEARTLAND
1-800-941-4501

REGION 6
SOUTHWEST
1-800-406-2832

REGION 7/8
CENTRAL
1-888-874-9378

REGION 9
SOUTHERN CALIFORNIA
1-800-242-6788

REGION 10
GOLDEN GATE
1-800-242-6788

REGION 11
NORTHWEST
1-800-404-4506

TRICARE PRIME ENROLLMENT FOR NEWBORNS

Gregory P. Morrison, TRICARE Mid-Atlantic Region

There has been a significant increase in the numbers of inquiries concerning this subject, especially in the remote areas. Please pass the word that the eligible newborn must be enrolled (paperwork must be completed, submitted and reach the contractor) within 120 days of birth to maintain enrollment in **TRICARE Prime** or **TRICARE Prime Remote** for Active Duty Family Members (TPRADFM). If this is not accomplished within the required time frame, the newborn's enrollment expires and healthcare coverage will continue under the TRICARE Standard/Extra benefit (with the associated deductibles and cost shares).

As for retroactive enrollment requests, the contractor is under no obligation to do so if proper procedures (on the contractor's part) were followed. We at the Lead Agent cannot require a Corrective Action if no deficiency exists. Encourage all eligible beneficiaries to become familiar with their healthcare benefits. "An ounce of prevention is worth a pound of cure". I have attached our composite listing of 800 #s and web sites. Please duplicate and make available. Also, an excellent source of information is www.tricare.osd.mil. This particular web site can be utilized to research all aspects of the Military Healthcare System and provides contact information on a global basis. Thank you and please feel free to contact me with any question/concerns. Gregory P. Morrison, FAHM TRICARE Prime Remote Specialist/ Reserve Liaison Officer TRICARE Mid-Atlantic Region Comm 757-314-6468; Fax 757-314-6481; DSN 565-0386 x 6468

Your Military Health Plan TRICARE MID-ATLANTIC REGION POINT OF CONTACT INFORMATION

<u>ITEM/AGENCY</u>	<u>PHONE #</u>	<u>WEB SITE</u>
TRICARE Service Center		
- Appointments / Ask A Nurse		
- Enrollment / Health Care Finder		
- Claims Info / Health Care Info Line		
- Network Provider Listings	1-800-931-9501	http://www.humana-military.com

TRICARE Mid-Atlantic Region	TRICARE Program	
Lead Agent's Office	Information/POC	
	(BCAC and DCAO)	www.tma.med.navy.mil

Defense Enrollment Eligibility Reporting System (DEERS)

- For Address Updates	1-800-538-9552	http://www.tricare.osd.mil/deers/
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Palmetto Government Benefits Administrator

Online Claims Assistance	You can check the status of ACTIVE claims and more	
	1-800-493-1613	www.mytricare.com

CLAIMS

TRICARE Region 2 (All Claims) PO Box 7021, Camden, SC 29020-7021	1-800-931-9501	http://www.tricare.osd.mil/claims/default.htm
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<u>ITEM / AGENCY</u>	<u>PHONE #</u>	<u>WEB SITE</u>
MMSO Military Medical Support Office - Service Point of Contact (SPOC) Dental Care – ADSM opt 3	1-888-647-6676 1-888-MHS-MMSO	http://mms0.med.navy.mil/
TRICARE Prime Remote (TPR) World Wide TRICARE InformationCenter	1-888-363-2273 1-888-DOD-CARE	http://www.tricare.osd.mil/remote/
Dental Care - ADFM TRICARE Dental Program (TDP)	1-888-622-2256	http://www.ucci.com
DOD-MEDS Pharmacy Information	1-877-363-6337 1-877-DOD-MEDS	http://www.tricare.osd.mil/pharmacy/
TRICARE Mail Order Pharmacy (TMOP)	1-866-363-8667 1-866-DOD-TMOP	http://www.express-scripts.com/
Reserve Affairs' Mobilization Information & Resources Guide		http://www.defenselink.mil/ra/mobil/
TRICARE Page for Active Reservists and National Guard Members	1-888-363-2273 1-888-DOD-CARE	http://www.tricare.osd.mil/reserve/default.htm
RAPIDS SITE LOCATOR ID Card Office Search by: City, State, Zip, or Name		http://www.dmdc.osd.mil/rsl/
Continued Health Care Benefit (CHCBP)	1-800-444-5445 (option 4)	http://www.tricare.osd.mil/chcbp/default.htm
Provider Resources Information - New Provider Registry Forms - Registered Provider Online - Referral Auth Services	1-800-941-0301	http://www.mytricare.com/Tric_img.nsf/PDF/dentist+2-5.pdf/\$FILE/dentist+2-5.pdf?OpenElement



TRICARE Important Telephone Numbers

TRICARE Pacific

Alaska & Hawaii
800-242-6788

WESTPAC
888-777-8343

Latin America &
Canada
888-777-8343

Puerto Rico &
Virgin Islands
888-777-8343

Europe
888-777-8343

Family Readiness *Air Guard Expanded Executive Council*

Fisk Outwater - Chairman
Kathleen Flaherty
Terry Henderson
Janice Richardson
Deborah Dunlap - Recognition Committee
Martha Pasour - Youth Committee
Sarah Spivey - Youth Committee

Family Readiness office telephone numbers

- “ 704-398- 4949
- “ Cell Phone: 980-721-4019
- DSN: 231-4239

The fastest way to get in touch with FR is now through the cell phone or pager, someone will answer or get back in touch with you as quickly as possible

Emergency contact calls:

- “ Pager: 1-800-250-4181

Uniting Our Air Guard
One Family at a Time



Family Readiness
5225 Morris Field Drive
Charlotte, NC 28208

Phone: 1-800-354-6943 Ext 4949
Cell Phone: 980-721-4019

WE'RE ON THE WEB!
www.ncchar.ang.af.mil

Family Readiness

Charter

Develop a program to provide information, on-going education, and assistance to families, members, and leadership aimed at preparing military members and their families for National Guard Military Life

Mission

Educate, Support, Assist, Communicate, Collaborate, and Sustain